CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 07/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		**24**
ELM		**20**
Employee Self Service (ESS)		**6**
ESS Employee Self-Service		**1**
HR Human Resources	Acceptance Testing	3
	Acceptance Testing-Agency	1
	Acceptance Testing-Statewide	1
	Assessment	21
	Assigned	260
	Awaiting Customer	25
	In Development	4
	In Work	23
	Rework	2
	System Test	2
HR Human Resources		**342**
Interfaces		**14**
Learn		**3**
Mgr Self Service (MSS)	Assessment	2
	Assigned	12
	Awaiting Customer	1
	In Work	2
Mgr Self Service (MSS)		**17**
MSS Manager Self-Service		**1**
None	Assigned	12
	Awaiting Customer	5
	In Work	2
None		**19**
Not Applicable		**13**
PeopleTools		**4**
Performance Mgmt		**28**
POS Position Control		**4**
PY Payroll		**109**
Recruiting		**41**
Reports		**70**
Security		**29**
SPRS Payroll		**1**
TL Time and Labor		**190**
UPK	Awaiting Customer	1
UPK		**1**
Grand Total		**937**

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	6
Acceptance Testing-Agency	4
Acceptance Testing-Statewide	4
Assessment	74
Assigned	619
Awaiting Customer	60
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	12
In Development	7
In Work	117
Pending Prod Approval	4
Rework	12
System Test	16
Grand Total	**937**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	2
	ELM	1
	HR Human Resources	28
	None	7
	Performance Mgmt	5
	PY Payroll	19
	Recruiting	3
	Reports	4
	Security	7
	TL Time and Labor	18
High		**94**
Medium		**444**
Low		**399**
Grand Total		**937**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	1
Acceptance Testing-Agency	1
Acceptance Testing-Statewide	2
Assessment	11
Assigned	55
Hold- Pending Oracle Fix	1
In Work	14
Rework	7
System Test	2
Grand Total	**94**

All SRs by Status

(Includes Closed, Completed after 06/01/21)

Status	Count of Status
Acceptance Testing	6
Acceptance Testing-Agency	4
Acceptance Testing-Statewide	4
Assessment	74
Assigned	619
Awaiting Customer	60
Closed	46
Completed	896
Governance	7
Hold	21
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	12
In Development	7
In Work	117
Pending Prod Approval	4
Rework	12
System Test	16
Grand Total	**1907**

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HR/Payroll Trend Report – Service Requests

June 2020 – June 2021

	June 2020	July	Aug.	Sept.	Oct	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June 2021	Totals
OPENED	504	784	641	826	751	590	522	660	467	720	671	599	1046	**8781**
CLOSED	561	674	521	935	784	581	526	686	564	701	651	674	942	**8800**

Monthly trend for SR's opened and closed

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